

SUPPLIER USER GUIDE

Supplier User Guide October 17, 2013 Version 1.0

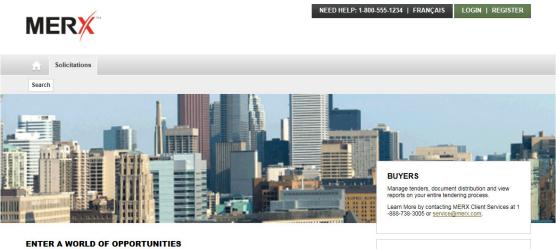
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1. Overview

The new MERX portal will allow suppliers to manage their participation in the tender process through one user-friendly and efficient system, from qualification as a compliant vendor for to notification of awards and consultation of bid results. Suppliers will also be able to maintain their profile and information up-to-date by simply logging on to their online accounts at their own convenience.

Note: The look and feel (images, colours and text) may differ in this document; however, the functionality is consistent.



Search MERX every day and discover why your company should join the tens of thousands of organizations that use MERX to help grow their business. Find the right opportunities from the thousands that are listed daily on MERX from government organizations across Canada. Bid on an opportunity or find a new partner for your business. Win, using this affordable business development resource. Your competitors do! SUPPLIERS Grow Your Business

Functionalities of the portal

- Supplier Qualification Management (when applicable) Online self application for suppliers
 Paperless, quick and easy to complete
- Project Supplier Rotation Management (when applicable)
 Fair automatic process, time and cost effective
- Tender Process Management
 Invitations, transmission of documentation, addendums and notifications
- Electronic Bid Submission and Opening
 Time and cost effective for the suppliers Paperless
- Award Management (when applicable)
 Notifications and publication of results
- ✓ Dashboard Reporting and Business Intelligence
- ✓ Performance Management

2. Need Help? Contact us!



3. Working with the portal

Learn how to perform common functions with the MERX portal by following the quick and simple steps detailed below. You can review instructions for the following:

- Registration to the portal
- Logging on to MERX
- Modifying your organization and contact profile information

Review the next section to learn how to use this guide and to familiarize yourself with the portal.

Before beginning to work with the portal, you should select your language of preference. The website will be presented to you in English. However, you can modify this by selecting the **FRANÇAIS** link (upper right hand corner of the screen) if applicable. The French home page will be launched. You can switch your language choice at any time while using the portal if both languages are available.

NEED HELP: 1-800-964-6379 FRANÇAIS	LOGIN REGISTER
仑	

3.1 Registration to the portal

To register to the portal, simply select the **REGISTER** button (upper right hand corner of the screen).

NEED HELP: 1-800-964-6379 FRANÇAIS	LOGIN REGISTER
	分

The Registration page will be presented to you. There are 4 steps to the registration wizard; each step must be completed prior to moving on to the next step. The 4 steps are:



Note: all fields prefixed with a red star * are mandatory fields and must be completed.

If you did not enter any information in one of the mandatory fields, you will be presented with a message at the top of the screen.

|--|

Each error will be identified in red and will display an exclamation mark ⁴ to the right of the field.

Login Credentials		
Desired Username*	userguide	
Desired Password*		θ
Password Confirmation*		θ
	tis required	

STEP 1 - Information

There are 4 sections in **STEP 1** to complete:

- Organization Information
- Contact Information
- Login Credentials
- > Terms and Conditions

Once you have entered all the information, you must read and accept the Terms and Conditions

to continue to the next step. Select the **NEXT** button at the bottom of the page to continue to the next step.

REGISTRATION	
1-Information 2- Subscription	3- Payment 4- Confirmation
Organization Information	
Organization Name*	
Address*	
City*	
Country*	•
Zip/Postal Code*	
Contact Information	
Job Title	
Greetings*	▼
First Name*	Initial
Last Name*	
Phone*	ext.
Fax	
Email*	
Email Confirmation*	
Login Credentials	
Desired Username*	
Desired Password*	
Password Confirmation*	
Terms and Conditions	e further offers from MERX.
i want to receive	a former offers from metric
	erms & Conditions stated herein.
I am an authoriz	ed representative of the above-named organization.
	NEXT

STEP 2 - Subscription

There is only one subscription package to the portal which is the One Year Subscription. It is preselected for you in the **STEP 2**.

Select the	PREVIOUS	button to return to the previous step or select	NEXT	to cont	tinue
REGISTRA					
1- Informati	on 2- Subscri tion Information				
Subscription					
One Y	ear Subscription	\$250.00 (\$20.83 per month)			
Prices are in C	anadian Dollars an	and are subject to applicable taxes.			
		PREVIO	ous	NEXT	

STEP 3 - Payment

There are 4 sections in the Payment page. We encourage you to review each section carefully before proceeding to the next step.

- Subscription Details
- > Yearly Fees
- Transaction Details
- Credit Card Information

Select the **PREVIOUS** button to return to the previous step or select

to continue to the next step.

- Information 2- Subscription 3- Payment 4- Confirmation	
Subscription Details	
Please review the following registration details and enter you credit card information.	
This information will be used to process the charges below and also it will be securely stor for any subsequent charges.	ed in your profile to be use
Subscription Type One Year Subscription (04-21-2013 to 06-30-2014)	
Yearly Fees	
The following fees will be charged to you on a yearly basis.	
One Year Subscription	\$250.0
HST	\$32.50
Total	\$282.5
One Year Subscription	
HST	\$32.50
	\$32.50
HST Total	\$32.50
HST Total Credit Card Information	\$32.50
HST Total Credit Card Information Credit Card Type *	\$32.50
HST Total Credit Card Information Credit Card Type * VISA Card Number *	\$32.50 \$282.50
HST Total Credit Card Information Credit Card Type * VISA © Card Number * Expiration Date * Month • - Year	\$32.50 \$282.50
HST Total Credit Card Information Credit Card Type * VISA © Card Number * Expiration Date * Month • - Year Card Holder's Name *	\$250.00 \$32.50 \$282.50

STEP 4 – Confirmation

The last step of the registration is the Confirmation page. An email will be sent to you enabling you to activate your account.

1- Information 2- Subscription	3- Payment	4- Confirmation
Registration Confirmation Image: Second state of the second s		
If you do not receive these emails, or	if you need assista	ccount and another email with the registration details. Ince, please call the MERX Customer Support at nline bidding system and are available Monday to Friday from
Kind Regards,		
MERX Customer Support Department		

To activate your account, you must click on the link provided in the email.

MERX	NEED HELP: 1-800-964-6379	HOME
Dear Ms. User Guide,		
This is to confirm your registration on MERX.		
In order to access MERX you have to activate your MERX USER GUIDE Account Activation	account, using the link below.	
After the activation of your account we recommend contact information under the "My Account" section		and
If you need assistance, please call the MERX Custo hours are Monday to Friday from 9h00 am to 05h0		
Kind Regards,		
MERX Customer Support merx@merx.com		

You will then be prompted to enter your Username and Password to complete the activation.

Select the **ACTIVATE** button to continue to the next step.

ACCOUNT ACTIVATION

Activation	
Please enter the username and pass	word you choose during your registration in order to activate your account.
Password	
	ACTIVATE
- Need Help?	
	s available Monday to Friday from 9h00 am to 05h00 pm EST.
Maintain Market Ma	

Once you have entered your Username and Password, you will be presented with an account

activation confirmation message. Select the button to review the information you have entered. You will be automatically logged in to the account.

ACCOUNT ACTIVATION CONFIRMATION

Activatio	n Confirmation
🔮 Your	account has been successfully activated!
	We recommend that you verify and complete your organization and contact information.
	FINISH ACCOUNT SETUP
Need Hel	p?
MER	RX Customer Support is available Monday to Friday from 9h00 am to 05h00 pm EST.
Ľ	1-800-064-6379

3.2 Logging in to your account

In order to login to your account, select the **LOGIN** button located in the upper right-hand corner.

NEED HELP: 1-800-964-6379 FRANÇAIS	LOGIN REGISTER

You will be prompted to enter your Username and Password. Once entered, select the LOGIN button.

NEED HELP: 1-800-964	LOGIN REGISTER	
		A
	Username	
	Password	
		LOGIN

3.3 Logging out of your account

When logged in to your account, you can logout at any time by selecting the LOGOUT button. The link will be available on each page post login.



3.4 Account Management

The first user to register the account will be granted the Supplier Admin role.

This role enables the user to manage the following by selecting the 'My Account' tab in the Supplier Menu.



3.4.1 My Profile



The My Profile page enables the user to manage his account and modify information as required. This tab is divided in the following sections:

- Account Information
- Personal Information
- > Preferences
- Roles & Privileges

Account Information

In the *Account Information* section, you are able to modify your password by selecting the <u>Modify</u> link.

MY PROFILE MS. GINETTE LEVAC FROM MERX Account Information Activation Date 2013-04-18 10:40 AM Status Active Username supplier Password Modify

You will be prompted to enter your old password and to enter a new password. You will be required to re-enter the password for confirmation.

Select the CANCI	button to return to the previous page.
------------------	--

Select the MODIFY PASSWORD button to modify your password.

MODIFY PASSWORD			CLOSE
Old Password*			
New Password*			
New Password Confirmation*			
I I	CANCEL	MODIFY PASSWORD	

Personal Information

In the *Personal Information* section, select the *Personal Information* link to make some modifications to your personal contact information.

ſ	Personal Information		
		P Edit Information	
	Name	Ms. Ginette Levac	
	Contact Number	1004	
	Job Title	PM	
		38 Antares Ottawa, Ontario, K2E 7V2 Canada	
	Phone	613-727-4900	
	Fax	Not Specified	
	Email	ginlevso@merx.com	

The editable fields will be available in an editable text box.

Select the **CANCEL** button to return to the view screen. Select the **SAVE** button to save the modifications.

Personal Information			
Contact Number	1004		
Job Title	PM]
Greetings*	Ms.		
First Name*	Ginette	Initial	
Last Name*	Levac		
Same as organization address			
Address*	38 Antares		
City*	Ottawa		
Country*	Canada]
State/Province*	Ontario	v]
Zip/Postal Code*	K2E 7V2		
Phone*	613-727-4900	ext.	
Fax			
Email*	ginlevac@merx.com]
			CANCEL SAVE

Preferences

If you wish to modify the default language, contact method or the home page, select the

<u>Edit Information</u> link.

Select the IV checkbox if you wish to receive further offers from MERX.

Select the CANCEL button to return to the view screen.

Select the SAVE button to save the modifications.

Preferences	
Default Language	English
Contact Method	Email
Home Page	Solicitation Search
	I want to receive further offers from SNC-Lavalin O&M

All fields are editable in this section.

Preferences		
Default Language	English	
Contact Method	I Email	
Home Page	Solicitation Search	
	I want to receive further offers from SNC-Lavalin O&M	
	CANCEL	SAVE

Roles & Privileges

This section lists all the roles assigned to this user. The first registered Supplier will be assigned the Supplier Admin role and will have full privileges. Roles are assigned when adding new suppliers. Refer to section 3.4.3.1 for additional information.

Roles & Privileges -		
Roles	• Supplier Admin	Privileges Ordering • Can Order Solicitation
		My Account Edit organization information Manage Contacts Manage Regional Offices
		Admin - Impersonate - Finance Information
		Reports Access Reports Dashboard Access Reports
		Bid Management Prepare Bids Submit Bids
		Qualification Prepare Applications Submit Applications

3.4.2 My Organization



This My Organization tab is divided in 5 sections that are detailed below. The information that was entered at the time of the registration will be pre-populated.

- Account Information
- Organization Information
- > Other Information
- > Working Categories
- Branding

Account Information

The *Account information* section is not editable as it consists of the registration date, the status of the account and the billing status.

Account Information	
Registration Date 2013-04-16 10:40 AM Statu	s Active
Billing Statu	s Conform

Organization Information

This section contains the basic organization information. Some of the fields will be empty and can be filled out.

Select the 🥒 Edit Information link to edit the information.

Organization Information	Celit Information
Organization Name	
Org. Number	1048
Туре	Supplier
Address	38 Antares Ottawa, Ontario, K2E 7V2 Canada
Phone	613-727-4900
Toll Free	1-800-999-9999
Fax	1-800-888-888
Email	merx@merx.com
Website	www.merx.com

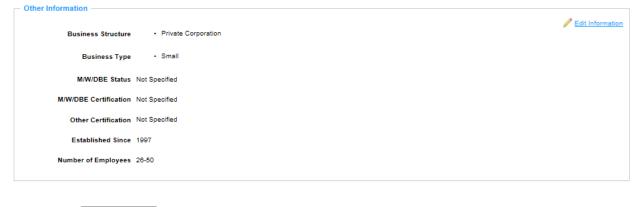
All fields except for the type will be editable in this section. Most fields will be pre-populated.

Select the **CANCEL** button to return to the view screen. Select the **SAVE** button to save the modifications.

Organization Information						
Organization Name*	MERX					
Туре	Supplier					
Address*	38 Antares					
City*	Ottawa					
Country*	Canada		•			
State/Province*	Ontario		•			
County/Region*	Ottawa		•			
Zip/Postal Code*	K2E 7V2					
Phone*	613-727-4900	ext.				
Toll Free	1-800-999-9999					
Fax	1-800-888-888					
Email	merx@merx.com					
Website	www.merx.com					
					CANCEL	SAVE

Other Information

The Other Information section will be empty. You can edit this section at any time. Select the *Information* link to edit the information.



Select the	CANCEL	button to return to the view screen.

Select the **SAVE** button to save the modifications.

Enter a checkmark in the checkbox I next to all the fields that apply.

Other Information ————————————————————————————————————		
Business Structure	Public Corporation	
	Private Corporation	
	Partnership	
	Cther	
Business Type	🖉 Small	
	Large	
	Minority owned	
	Women owned	
	Disadvantaged	
	Government Agency	
	Ederal SBA Small Disadvantaged	
	Small Local Business Enterprise	
	Other	
M/W/DBE Status	Yes	
M/W/DBE Certification	Tes Yes	
Other Certification		
Established Since	1997	
Number of Employees	26-50	
	c	ANCEL SAVE

Working Categories

In the *Working Categories* section, we encourage you to select all the categories that relate to your type of business. This section will be empty.

Select the 🥖 Edit Information link to edit the information.

[Working Categories (6)		Edit Information
	Categories (6)		
	▼ C	CONTRACTORS	
	▶ C04	ELECTRICAL	

There are two ways to select categories in this section. Please be advised that there may be multiple categorization criteria available for selection.

You can enter a keyword in the search box and then select the **SEARCH** button.

Select the Clear link to clear the text.

You may also select the Browse tab to search through the full list of categories.

As you select categories, they will appear in the top portion under Selected Categories.

Select the <u>Remove All</u> link to delete all the previously selected categories.

- Select the *ink* to delete one category at a time.
- Select the CANCEL button to re

button to return to the view screen.

Select the **SAVE** button to save the modifications.

	ries (6)	
Remove All		
Categories (6)		<u>_</u>
₩ C	CONTRACTORS	<u></u>
▶ C04	ELECTRICAL	<u></u>
ATEGORIES		
ATEGORIES	,	
- Add Categories		
	Browse	
Add Categories	Browse	

You may also select the Browse tab to search through the full list of categories.

Enter a checkmark in the checkbox I next to all the fields that apply

Add Categories	
Search Browse	
▼ 🕅 C	CONTRACTORS
▼ 🔲 C01	BUILDING/ENVELOPE
CD1A	Dampproofing and Waterproofing
C01B	Roofing / Sheet Metal / Siding Panels
C01C	Thermal and Moisture Protection
C01D	Window Replacement
▼ C02	CONSTRUCTION/RESTORATION
C02A	Demolition
C02B	General Contracting

Branding

This section will be empty. You may include your branding information.

Select the 🥖 Edit Information link to edit the information.

Branding			Edit Information
Organization Logo	Not Specified	Not Specified	
English Short Description	MERX is an online electronic tendering service		
French Short Description	MERX est un service d'appels d'offres enligne.		
English Recent Realisation	Not Specified		
French Recent Realisation	Not Specified		
English Promotional Material	Not Specified		
French Promotional Material	Not Specified		

This is an optional section.

SAVE

Select the Upload Logo button to upload your organization's logo. Follow the same steps as Error! Reference source not found. to upload your logo.

Enter the text you wish in each of the text boxes.

Select the **Upload Document** link to upload your organization's promotional material. Follow the same steps as **Error! Reference source not found.** to upload your logo.

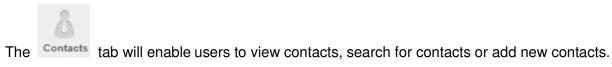
Select the **CANCEL** button to return to the view screen.

Select the

button to save the modifications.

Branding			
Organization Logo			
	Upload Logo Upload Logo		
English Short Description	MERX is an online electronic tendering service	A	
	46 character(s) (maximum: 200)	-	
	Ho onarader(3) (maximum, 200)		
French Short Description	MERX est un service d'appels d'offres enligne.		
	18 shareshafe\ (analysis 000)	*	
	46 character(s) (maximum: 200)		
		-	
English Recent Realisation			
	0 character(s) (maximum: 500)		
French Recent Realisation			
	0 character(s) (maximum: 500)		
English Promotional Material	Upload Document		
French Promotional Material	Upload Document		
		CANCEL	SAVE

3.4.3 Contacts



The top portion of the contacts tab allows users to search for contacts within the organization. Multiple search criteria may be entered to refine the search.

Once you've entered the search criteria, select the clear the search criteria in the search boxes.

The Results per page: 25 Indrop-down enables the user to display 25, 50 or 100 results at a time.

Name	merx	Country	Canada \$	
Contact Number		State/Prov/Region	Quebec \$	
Job Title		City		
Role	Select Options \$	Status	Active	
			<u>Clear</u>	SEARCH
1 of 2 result(s) found		«< < 1 > »»	Result	ts per page: 25 💌

Once the **SEARCH** button is selected, the results will be listed below.

Clicking on the contact name of the user will open that user's profile page.

Selecting the . actions link will enable users with the Supplier Admin role to View, Inactivate, Reset Password and to Act as that user.

Selecting the . actions link for your own profile will enable you to View the profile or Reset Password.

Selecting the **ADD CONTACT** button enables you to add a new contact.

▲ <u>Name</u>	Contact Number	<u>Title</u>	Role	City	State/Prov/Region	Status Actions
Merx Supplier	1046		Bid Submission	Montreal	Quebec	Active
Merx User	1045		Supplier	Montreal	Quebec	Active
1 of 2 result(s) found			≪ < 1	> >>		Results per page: 2
						ADD CONT.

3.4.3.1 Add Contact

The Supplier Admin role is the role that manages the user accounts within the organization.

The Add Contact page is divided into 4 sections:

- Account Information
- Personal Information
- Preferences
- Roles

Note: all fields prefixed with a red star * are mandatory fields and must be completed.

In the *Preferences* section, the default is selected. Please review each drop-down menu to view the options.

Account Information ————————————————————————————————————	
Desired Username*	
Personal Information	
Job Title	
Greetings*	
First Name*	Initial
Last Name*	
Same as organization address	
Address*	
City*	
Country*	
Zip/Postal Code*	
Phone*	ext.
Fax	
Email*	
Preferences	
Default Language	English
Contact Method	Email
Home Page	Solicitation Search
	I want to receive further offers from SNC-Lavalin O&M

Roles

In the *Roles* section of the screen, the Supplier Admin can select the role(s) applicable to this user. By clicking in the checkbox next to each role, this will highlight the associated privileges in green. Select one of the following 4 roles to view the associated privileges.

- Supplier Admin
- > Supplier
- Supplier Read-only
- Bid Submission

The *Supplier Admin* role provides full access to the system. The other roles limit the access to information.

Roles Supplier Admin	Ordering	My Account
Supplier	Can Order Solicitation	 Edit organization information Manage Contacts Manage Regional Offices Reports
	Impersonate Finance Information Bid Management	 Access Reports Dashboard Access Reports Qualification
	Submit Bids	Prepare Applications Submit Applications
elect the CANCEL butto	n to return to the view screen	
elect the SAVE button to	save the modifications.	
3.4.4 Regional Offi	ces	
n the Regional Offices section, yo ortion will enable the user to		ch or add regional offices. The top

Once you've entered the search criteria, select the clear the search criteria in the search boxes.

The Results per page: 25 Indrop-down enables the user to display 25, 50 or 100 results at a time.

Name	sub			Country	Select Options	Φ
Org. Number				City		
Status	Active	Inactive	IIA (
						Clear SEA

Once the

SEARCH button is selected, the results will be listed below.

Clicking on the name of the regional office, this will open that regional office page.

Selecting the ... actions link will enable the user to View the Regional office, View the Contact List, Add contact and inactivate the Regional Office.

Select the	ADD REGIONAL OFFICE	butt	on te	0 8	ado	d a	a regional offi	ce.		
▲ <u>Name</u>	Org. Number	<u>City</u>					State/Prov/Region	Country	<u>Status</u>	Actions
Sub Org	1110	Nepean					Ontario	Canada	Active	•
1 of 1 result(s) found			<<	<	1	>	>>		Results per pag	e: 25 💌
									ADD REGIONAL	OFFICE

Add Regional Office

There are 5 steps to adding a regional office.

STEP 1 – Organization Information

Note: all fields prefixed with a red star * are mandatory fields and must be completed.

Select theCANCELbutton to return to the view screen.Select theNEXTbutton to continue to the next step.

rganization Information —		
Please note that each new Regiona ubscription fee.	al Office will be subject to the yearly	
Parent Organization	MERXIE	
Organization Name*		
Туре	Supplier	
Address*		
City*		
Country*		
Zip/Postal Code*		
Phone*		
Toll Free		
Fax		
Email		
Website		

STEP 2 – Main Contact Information

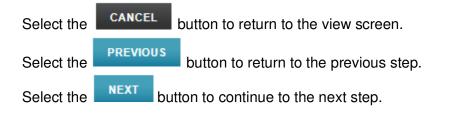
Complete all the mandatory fields.

Note: all fields prefixed with a red star * are mandatory fields and must be completed.

Select the CANCE	button to return to the view screen.
Select the	button to return to the previous step.
Select the NEXT	button to continue to the next step.
Desired Username	
Desired Username*	
Personal Information	
Job Title	
Greetings*	
First Name*	Initial
Last Name*	
Same as organization address	
	38 Antares
	Ottawa
Country*	Canada
State/Province*	Ontario
Zip/Postal Code*	K2E 7V2
Phone*	ext.
Fax	
Email*	
	CANCEL PREVIOUS NEXT

STEP 3 – Subscription Information

There is only one subscription type for MERX and it is preselected.



1- Organization Information	2- Main Contact Information	3- Subscription	4- Payment	5- Confirmation			
Subscription Information							
One Year Subscription			\$250.00	(\$20.83 per month)			
					CANCEL	PREVIOUS	NEXT

STEP 4 – Payment

.

Review the subscription details and transaction details section.

Note: all fields prefixed with a red star * are mandatory fields and must be completed.

Select the	CANCEL button to return to the view screen.					
Select the	PREVIOUS	button to retu	rn to the previous step.			
Select the	COMPLETE	REGISTRATION	button to complete the registration.			

- Regional Office Billing Mode						
Child Pays All						
As specified within the parent organization Finance settings, this regional office will be charged for all fees.						
- Subscription Details						
Please review the following registration details and enter the regional office credit card information.						
This information will be used to process the charges below and also it will be securely stored in the regional office profile to I	be used for any s	subsequent charges				
Subscription Type One Year Subscription (04-24-2013 to 06-30-2014)						
Other Services						
Yearly Fees						
The following fees will be charged to you on a yearly basis.						
One Year Subscription	:	\$250.00				
HST	;	\$32.50				
Total	:	\$282.50				
- Transaction Details						
The following charges will be placed against the regional office credit card on 07-01-2013.						
One Year Subscription	:	\$250.00				
HST	:	\$32.50				
Total		\$282.50				
Regional Office Credit Card Information						
Credit Card Type *						
Card Number *						
Expiration Date * Month 💽 Year						
Card Holder's Name *						
Security Code *						
Prices are in Canadian Dollars. All fees are non-refundable. Subscription are automatically renewed unless cancellation before the date of renewal.						
ooborgion are adomationly renewed diffess concentation before the date of renewal.						
	CANCEL	DDEVIOUA				
	CANCEL	PREVIOUS	COMPLETE REGISTRATION			

Step 5 – Confirmation

Once all the previous have been completed, the final step will provide the user with a confirmation message that the regional office has been created.



3.4.5 Finance

The Finance tab enables the user to edit the credit card information and to view the invoices.

In the Credit Card Information section, the user can select the *Cedit Information* link to modify the credit card information.

— Credit Card Information —		
Credit Card T	ype MasterCard	Edit Information
Card Num	ber 545454*****5454	
Card Holder's Na	ime Gigi Levac	

Selecting the Se

Note: all fields prefixed with a red star * are mandatory fields and must be completed.

Select the CANCEL		button to return to the view screen.
Select the	SAVE	button to save the modifications.

Credit Card Information	
Credit Card Type	• VISA 😄 🏧
Card Number	*
Expiration Date	* Month 💌 Year 💌
Card Holder's Name	
Security Code	• 🕢 🕄
	CANCEL SAVE

The *Invoicing* section will remain empty until the month of July 2013 when the registration fees will be applicable.

Туре	Status	Document No	Date	Applied To	Amount (CAD)
	Document No		Applied To		<u>Clear</u> SEARCH
	Status		Amount (CAD)		
	Туре	•	Period 1 M	lonth 💌	
	Current Balance 0.00 (CAD)				🛒 <u>Pay Inv</u>

3.4.6 Services



The Services section provides the user with a quick view of the services. This page will detail the subscription term.

Subscription Information	Change Subscription
Subscription	Agreement
🧭 One Year Subscription	1 Year: (2013-04-19 to 2014-06-30)

4. Additional Information

For additional information on how use the functionality available in the portal, please refer to the Supplier Training Videos accessible from the 1 in the top right hand corner of the page.